Post charges

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Australia Post

Terms and conditions

Unless noted otherwise, prices are inclusive of GST.

Delivery timetables

This booklet provides information about delivery charges. For information regarding delivery timetables, ask at your local Post Office or check online by visiting:

Standard Letters **auspost.com.au/delivery-times**

Business Letters **auspost.com.au/bulkmail**

Domestic Parcels **auspost.com.au/service-updates/domestic-delivery-updates#delivery-times**

International **auspost.com.au/service-updates/international-delivery-updates**

Charge accounts

Credit facilities are available to mail users.

Ask at your local participating Post Office for applications, terms and conditions.

Dangerous goods

National, state and international safety regulations prohibit many substances from being posted. These include explosive, highly flammable, radioactive or dangerous articles. Ask at your local participating Post Office for the ***Dangerous Goods Guide*** (SAP 8833685 (MS62)).

Mail to and from Australian external territories

For charging purposes, the following locations are in the states shown and are GST-free.
The locations are subject to customs regulations for letters and parcels.

WA	NSW	TAS
Christmas Island 6798 (Indian Ocean) Cocos (Keeling) Islands 6799	Norfolk Island 2899	Australian Antarctic Territory 7151 Territory of Heard Island and McDonald Island 7151

For the following products / services, the charges that apply are as per the published "within Australia" charges that are shown in this booklet:

- Ordinary letter prices
- Local delivery prices
- PreSort prices
- Clean Mail prices
- Postage prepaid and fixed price products
- Regular and Express Post parcel charges to Norfolk Island 2899 which are at pages 16-17 and 20-21.

Same state delivery

Same state delivery includes carriage between Coolangatta and New South Wales, Tweed Heads and Queensland, Tweed Heads South and Queensland, Albury and Victoria, Lavington and Victoria, and Wodonga and New South Wales; New South Wales includes Australian Capital Territory; South Australia does not include Northern Territory.

Terms and conditions of service

The terms and conditions applicable to postal services are determined by the Board of the Australian Postal Corporation under the *Australian Postal Corporation Act 1989.* Available online at **auspost.com.au.**

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Authorised by N. Sheffield, Australian Postal Corporation.

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Delivery in Australia

Letters and documents – standard services

There are two delivery timetables available for letters within Australia: Regular and Priority.

For more information regarding delivery timetables, ask at your local Post Office or visit **auspost.com.au/delivery-times.**

Small letters*

Small letters include enveloped mail, lettersheets and unenclosed postcards.

A small letter is:
- no larger than 130mm x 240mm
- no thicker than 5mm
- no heavier than 250g.

To avoid small letters being trapped in machinery or other letters, small letters should exceed 88mm x 138mm.

Sealing of envelope mail is preferred. However if posted unsealed, the opening should not exceed 88mm.

Condition	Regular Timetable* Charge per letter $
For delivery within Australia, postage paid by affixing a stamp	**1.10**
Seasonal greeting card enclosed in a sealed envelope and endorsed **card only** – only available during November and December	**0.65**

Large letters*

A large letter is:
- rectangular in shape
- no heavier than 500g
- no thicker than 20mm
- no larger than 260mm x 360mm
- not a small letter

	Regular Timetable*		
Condition	Up to 125g $	Over 125g to 250g $	Over 250g to 500g $
For delivery within Australia, postage paid by affixing a stamp	**2.20**	**3.30**	**5.50**
Seasonal greeting card enclosed in a sealed envelope and endorsed **card only** – only available during November and December	**1.30**	**-**	**-**

*Priority timetable

Prices above and on the opposite page are for the Regular timetable.
To send as Priority, affix one Priority label next to the postage stamp, concession stamp/s or postage paid image. Priority labels can be purchased at a cost of $0.50 each from any Post Office or **auspost.com.au/priority-labels**.

Available in singles, booklets of five or sheets of twenty.

Concession Stamps*

Concession Stamps are available to eligible Federal Government concession card holders with a MyPost concession account and can only be used on small and large domestic letters as per the table below. You can buy up to 50 concession stamps per year, in booklets of 5. For more information ask at your Post Office or visit **auspost.com.au/concession-stamps.**

Letters posted with a Concession stamp are delivered to the Regular timetable. For Priority refer to Page 4.

Booklet of five non denominational concession stamps	**$3.00 per booklet**

	Regular Timetable*			
Letter size and / or weight	**Small letter**	**Large letters**		
	Up to 250g	**Up to 125g**	**Over 125g to 250g**	**Over 250g to 500g**
Number of stamps	**1**	**2**	**3**	**5**

Prepaid envelopes / postcards*

Prepaid envelopes and postcards are delivered to the Regular timetable. For Priority refer to Page 4.

Envelope size (mm)	**Maximum Weight (g)**	**Maximum Thickness (mm)**	**Charge per item $**	**Charge per pack of 10 $**	**Charge per pack of 10^ (when purchasing 5+ packs) $**	**Total minimum charge (when purchasing 5 packs of 10) $**
DL (110 x 220)	250	5	**1.35**	**13.15**	**12.15**	**60.75**
C5 (162 x 229)	500	20	**2.80**	**27.30**	**25.20**	**126.00**
C4 (229 x 324)	500	20	**4.80**	**46.80**	**43.20**	**216.00**
B4 (250 x 353)	500	20	**5.80**	**56.50**	**52.20**	**261.00**

Window face envelope size (mm)	**Maximum Weight (g)**	**Maximum Thickness (mm)**	**Charge per item $**	**Charge per pack of 50 $**	**Charge per box of 500 $**
DL (110 x 220)	250	5	**-**	**65.75**	**607.50**
Postcards (145 x 105)	–	–	**2.40**	**-**	**-**

^ In order to receive this per pack price, you must purchase at least 5 packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase above the minimum 5 packs.

Delivery in Australia

Letters and documents – business letter services

For information regarding delivery timetables, ask at your local Post Office or visit **auspost.com.au/bulkmail.**

Letter sizes

The letter sizes in the table apply to PreSort Letter service, Promo Post+, Acquisition Mail^, Clean Mail^, Charity Mail#, Imprint Mail*, Local country letters*, Metered Mail* Print Post*, Reply Paid* and Unaddressed Mail*.

Size	Examples	Max weight (g)	Max dimensions (mm)	Max thickness (mm)
Small	DL, C6	125	130 x 240	5
Small Plus	C5	125	162 x 240	5
Large	C4, B4	500	260 x 360	20

+ Available in Small, Small Plus and Large sizes up to 250g.
^ Available for Small and Small Plus size articles only.
# Available for Small and Large size articles up to 250g only.
* Available for Small and Large size articles only.

Conditions for same state prices

Bulk letter articles attract "same state prices" when lodged within the same state as the delivery address (as defined in the **Barcode Sort Plan (auspost.com.au/business/marketing-and-communications/business-letter-services/sorting-your-mail)**). For charging purposes, the Australian Capital Territory is considered to be part of New South Wales, and South Australia does not include Northern Territory.

Note: For External Territories (Norfolk Island 2899, Christmas Island 6798, Cocos (Keeling) Islands 6799 and Australian Antarctic Territories 7151) the GST free price will be the same as the GST inclusive price shown in the price tables.

Imprint mail / Metered mail

Condition: Postage paid by an approved postage meter or an Australia Post business charge account

	Priority Timetable			Regular Timetable		
Size	Up to 125g $	Over 125g to 250g $	Over 250g to 500g $	Up to 125g $	Over 125g to 250g $	Over 250g to 500g $
Small letters	**1.590**	**1.590**	**-**	**1.090**	**1.090**	**-**
Large letters	**2.680**	**3.770**	**5.950**	**2.180**	**3.270**	**5.450**

Postage meters

Postage meters are franking machines that are eligible for a reset rebate. Ask at your participating local Post Office for details.

Rebate on the postage value of every postage meter reset, excluding GST	**2.5%**

Clean Mail

Clean Mail offers reduced charges to customers who present quantities of correctly machine-addressed letters. Refer to the ***Clean Mail Service Guide***. **Minimum lodgement quantity: 300 articles**

Size	Weight (g) Up to	Priority Timetable $	Regular Timetable $
Small	125	**1.390**	**1.085**
Small Plus	125	**2.100**	**1.715**

Local country letters

Available to senders who:
- Lodge at an office of delivery within the postcode range (shown in table below) and;
- Reside or carry on business, in a postcode area or adjoining a postcode area, serviced by the office of delivery.

Conditions:
- At least 10 letters
- The same sender's address (in the local country postcode area) shown on the outside of each envelope

	Priority Timetable			Regular Timetable		
Size	Up to 125g $	Over 125g to 250g $	Over 250g to 500g $	Up to 125g $	Over 125g to 250g $	Over 250g to 500g $
Small	**1.090**	-	-	**1.060**	-	-
Large	**2.180**	**2.805**	**3.275**	**1.870**	**2.495**	**2.805**

Postcode areas eligible for local country letter service
The local country letter service operates within each subset of the postcodes ranges shown below.

0835 – 0899	2640 – 2739	3444 – 3749	3984 – 3999	6509 – 6646	9700 – 9799
1970 – 1999	2787 – 2880	3812 – 3909	4210 – 4499	6700 – 6799	9880 – 9999
2240 – 2490	2890 – 2899	3921 – 3925	4550 – 4899	7200 – 7499	
2500 – 2554	3211 – 3334	3945 – 3971	5200 – 5749	7900 – 7999	
2575 – 2599	3342 – 3424	3979	6215 – 6507	9597 – 9599	

Reply Paid

Reply Paid is a delivery service that allows customers to send mail to your business at no cost to them. Refer to the ***Reply Paid Service Guide*** for more information.

			Priority Timetable		Regular Timetable	
Size	Weight (g) Over	Up to	Barcoded $	Unbarcoded* $	Barcoded $	Unbarcoded* $
Small	0	125	**0.980**	-	**0.750**	**1.450**
Large	0	125	**2.550**	-	**2.250**	**2.550**
	125	250	**3.650**	-	**3.350**	**3.650**
	250	500	**5.850**	-	**5.550**	**5.850**
Annual fee for each Reply Paid Number					**$117.50**	

* Reply Paid unbarcoded includes incorrectly barcoded, incorrectly formatted and non-machineable articles.

Delivery in Australia

Letters and documents – business letter services

Print Post

Print Post is a service for the delivery of approved periodical publications to addresses within Australia:

- articles measuring 260 x 360 (maximum size) x 20mm (thickness)
- up to 1kg in weight
- minimum quantity of 100 copies

Refer to the ***Print Post Service Guide*** for more information.

Priority Timetable*		Same state			Other state	
Size	Weight Category	Postcode Direct $	Area Direct $	Residue $	Area Direct $	Residue $
Small	0 - 125g	–	–	0.990	–	1.035
Large	0 - 125g	1.090	1.200	1.500	1.555	1.625
	126g - 175g	1.235	1.495	1.770	2.010	2.130
	176g - 250g	1.360	1.620	1.915	2.140	2.340
	251g - 300g	1.490	1.810	2.100	2.335	2.535
	301g - 350g	1.625	1.985	2.280	2.545	2.765
	351g - 400g	1.730	2.180	2.425	2.760	2.940
	401g - 450g	1.835	2.335	2.580	2.910	3.170
	451g - 500g	1.950	2.500	2.775	3.075	3.355
	501g - 600g	2.955	3.515	3.785	4.170	4.720
	601g - 700g	3.440	4.045	4.360	4.795	5.345
	701g - 800g	3.805	4.475	4.835	5.270	5.820
	801g - 900g	4.145	4.845	5.160	5.630	6.200
	901g - 1000g	4.460	5.170	5.490	5.945	6.515

Regular Timetable*		Same state			Other state	
Size	Weight Category	Postcode Direct $	Area Direct $	Residue $	Area Direct $	Residue $
Small	0 - 125g	–	–	0.900	–	0.935
Large	0 - 125g	0.945	0.995	1.280	1.390	1.475
	126g - 175g	1.075	1.270	1.545	1.800	1.955
	176g - 250g	1.190	1.425	1.705	1.990	2.135
	251g - 300g	1.280	1.610	1.830	2.170	2.315
	301g - 350g	1.380	1.730	1.970	2.330	2.495
	351g - 400g	1.460	1.840	2.115	2.490	2.670
	401g - 450g	1.555	1.995	2.260	2.705	2.895
	451g - 500g	1.700	2.160	2.465	2.835	3.020
	501g - 600g	2.540	3.010	3.365	3.720	4.285
	601g - 700g	3.040	3.540	3.925	4.300	4.920
	701g - 800g	3.390	4.070	4.335	4.835	5.355
	801g - 900g	3.695	4.385	4.660	5.140	5.700
	901g - 1000g	3.960	4.685	4.990	5.445	6.025

* Surcharge of 5 cents per item applies where the minimum barcode threshold, correct addressing or plastic wrapping conditions have not been met. Refer to the ***Print Post Service Guide*** for more information.

Returns of Print Post articles

Each undeliverable article is returned to the nominated return address on the article by ordinary post. The cost of return postage, assessed at the ordinary post price, is payable by the organisation identified in the return address.

- For small articles, the published small letter retail prices apply.
- For large articles up to 500g, the published large letter prices for a given weight will apply.
- For articles over 500g, published parcels own packaging 500g to 1kg charges will apply.

PreSort Letter service

The PreSort Letter service offers reduced charges to customers who sort their letters before lodgement and comply with relevant mailing conditions. Refer to the ***PreSort Letters Service Guide***.

Minimum lodgement quantity: 300 barcoded letters

			Priority Timetable				Regular Timetable			
			Barcode direct tray				Barcode direct tray			
	Weight (g)		Same state $	Other state $	Barcode residue $	Unbarcoded $	Same state $	Other state $	Barcode residue $	Unbarcoded $
Size	Over	Up to								
Small	0	125	**1.205**	**1.250**	**1.345**	**1.390**	**0.995**	**1.035**	**1.075**	**1.085**
Small Plus	0	125	**1.600**	**1.660**	**1.820**	**2.100**	**1.245**	**1.300**	**1.590**	**1.715**
Large	0	125	**2.185**	**2.295**	**2.600**	**2.640**	**1.740**	**1.835**	**2.105**	**2.140**
	125	250	**2.820**	**3.005**	**3.310**	**3.485**	**2.320**	**2.505**	**2.815**	**2.985**
	250	500	**3.485**	**3.670**	**4.055**	**4.370**	**2.985**	**3.170**	**3.555**	**3.870**

Promo Post

Promo Post charges are available to those organisations that are sending articles that are promotional in nature, and have pre-sorted their mail. Refer to the ***Mail Type Reference Guide*** and the ***PreSort Letters Service Guide*** for more information. **Minimum lodgement quantity: 4,000 barcoded letters.**

			Regular Timetable			
	Weight (g)		Barcode direct tray $		Barcode residue $	Unbarcoded $
Size	Over	Up to	Same state	Other state		
Small	0	125	**0.705**	**0.725**	**0.760**	**1.085**
Small Plus	0	125	**0.940**	**0.995**	**1.205**	**1.715**
Large	0	125	**1.325**	**1.390**	**1.715**	**2.140**
	125	250	**1.760**	**1.900**	**2.275**	**2.985**

Charity Mail

Charity Mail is a service available to organisations:

- that are endorsed by the Australian Taxation Office (ATO) as an Income Tax Exempt Charity (ITEC) or as a Deductible Gift Recipient (DGR); and
- for sending pre-sorted small and large letter articles for the purpose of fundraising and promotion activity.

Refer to the ***PreSort Letters Service Guide*** for more information.

Minimum lodgement quantity: 300 barcoded letters

			Priority Timetable				Regular Timetable			
			Barcode direct tray				Barcode direct tray			
	Weight (g)		Same state $	Other state $	Barcode residue $	Unbarcoded $	Same state $	Other state $	Barcode residue $	Unbarcoded $
Size	Over	Up to								
Small	0	125	**0.695**	**0.730**	**0.800**	**1.390**	**0.565**	**0.585**	**0.615**	**1.085**
Large	0	125	**-**	**-**	**-**	**-**	**1.195**	**1.255**	**1.465**	**2.140**
	125	250	**-**	**-**	**-**	**-**	**1.560**	**1.665**	**1.925**	**2.985**

Delivery in Australia

Letters and documents – business letter services

Acquisition Mail

Acquisition Mail is an addressed (non-personalised) delivery service to residential addresses in customer selected Statistical Area Level 1 (SA1s). For full conditions please refer to ***Acquisition Mail Service Guide***.

		Regular Timetable			
		Barcode direct tray			
Size	Lodgement Quantity	Same state $	Other state $	Barcode residue $	Unbarcoded $
Small Up to 125g	1 – 299	-	-	-	1.090
	300 – 3,999	0.960	0.995	1.070	1.085
	4,000+	0.655	0.680	0.760	1.085
Small Plus Up to 125g	1 – 299	-	-	-	2.180
	300 – 3,999	1.200	1.250	1.585	1.715
	4,000+	0.910	0.955	1.205	1.715

Unaddressed Mail

The Unaddressed Mail service is a cost effective way to help promote your business, generate store traffic or build your database. You can target available private and/or business delivery points in any locality in Australia – including private boxes. A Premium Unaddressed Mail service is also available which has a shorter booking and lodgement time than standard Unaddressed Mail.

Size	Weight	Standard Same State Regular & Select $	Standard Other State Regular & Select $	Premium Same State Regular & Select $
Small letter	Up to 50g	0.215	0.255	0.275
	Over 50 – 100g	0.325	0.370	0.415
Large letter*	Up to 50g	0.340	0.385	0.435
	Over 50 – 100g	0.435	0.480	0.555

*For articles over 100g, contact Australia Post for the applicable rate.

Regular service is when a customer targets as a minimum, all available private and / or all available business street and roadside delivery points in an individual locality or postcode. Refer to the ***Unaddressed Mail Service Guide***.

Select service is when a customer chooses to exclude available street and / or roadside delivery points from chosen localities or postcodes, or requests partial delivery to street mail, roadside mail, Post Office boxes, counter mail without necessarily targeting all of them. Refer to the ***Unaddressed Mail Service Guide***.

Delivery in Australia

Domestic letter with tracking – standard services

Standard service

Domestic letter with tracking within Australia includes:

- A unique identification number for each article
- Track events as each article progresses through the Australia Post network*
- Compensation up to $100 included for loss or damage**
- Proof of posting only when an article is presented at a Post Office counter and accompanied by a Domestic letter with tracking lodgement receipt
- Optional email and SMS tracking notifications***

* Track events will vary depending on how your item is lodged and delivered. For details visit **auspost.com.au/using-our-tracking-service**

** You may also have additional rights to a remedy under the Australian Consumer Law. If you wish to send valuable items, we recommend you add Extra Cover prior to sending your item. For more information, ask at your local Post Office or visit **auspost.com.au/compensation**

*** Tracking notifications are only available for Domestic letter with tracking where letters are lodged over the counter or at a self-service terminal, and an email address has been provided.

Prepaid envelopes

The charge for Domestic letter with tracking prepaid envelopes includes postage (for delivery in Australia) and tracking. Domestic letter with tracking prepaid envelopes are delivered to the Regular timetable with the option to purchase and affix a Priority label for faster delivery (see page 4).

Envelope size (mm)	Maximum Weight (g)	Maximum Thickness (mm)	Charge per item $	Charge per pack of 10 $	Charge per pack of 10^ (when purchasing 5+ packs) $	Total minimum charge (when purchasing 5 packs of 10) $
Small (130 x 240)	125	5	**3.05**	**30.00**	**29.50**	**147.50**
Medium (162 x 240)	500	20	**5.10**	**48.50**	**45.90**	**229.50**
Large (229 x 324)	500	20	**6.15**	**58.40**	**55.40**	**277.00**

^ In order to receive this per pack price, you must purchase at least 5 packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase above the minimum 5 packs.

Add-on features

Extra Cover for loss or damage.	**$2.50** for each $100, or part thereof, of extra cover for items valued between $100 and $500.

Delivery in Australia

Registered Post – standard services

Standard service

Registered Post is available with selected domestic letter services. Registered Post within Australia includes:

- A unique identification number for each article
- Signature obtained on delivery #
- Track events as each article progresses through the Australia Post network*
- Compensation up to $100 included for loss or damage**
- Optional prepaid envelopes or Registered Post labels or imprints
- Proof of posting only when an article is presented at a Post Office counter and accompanied by a ***Registered Post lodgement form*** (8836964/65) or lodgement receipt

Prepaid envelopes

The charge for Registered Post prepaid envelopes includes postage (for delivery in Australia), tracking* and the Registered Post fee. Registered Post prepaid envelopes are delivered to the Regular timetable with the option to purchase and affix a Priority label for faster delivery (see page 4).

Envelope size (mm)	Maximum Weight (g)	Maximum Thickness (mm)	Charge per item $	Charge per pack of 10 $	Charge per pack of 10 ~ (when purchasing 5+ packs) $	Total minimum charge (when purchasing 5 packs of 10) $
130 x 240 – to enclose a DL envelope	250	5	**5.55**	**54.10**	**49.95**	**249.75**
B4 (250 x 353)	500	20	**7.45**	**72.65**	**67.00**	**335.00**

~ In order to receive this per pack price, you must purchase at least 5 packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase above the minimum 5 packs.

Labels

The charge for Registered Post labels includes the Registered Post Fee, tracking* but not postage.

Registered Post item		Charge
Registered Post label on lodgement of article		**$4.45** per article
Prepaid Registered Post labels	single	**$4.45** per article
	box of 50	**$187.00** per box

Imprints

The charge for Registered Post Imprints includes the Registered Post fee, tracking*, and postage.

Size	Weight (g) Over	Weight (g) Up to	Priority Timetable Barcoded Residue $	Priority Timetable Unbarcoded Residue $	Regular Timetable Barcoded Residue $	Regular Timetable Unbarcoded Residue $
Small	0	125	**5.020**	**5.135**	**4.775**	**4.830**
Small Plus	0	125	**5.415**	**5.845**	**5.115**	**5.460**
Large	0	125	**6.345**	**6.385**	**5.850**	**5.885**
	125	250	**6.785**	**7.230**	**6.285**	**6.730**
	250	500	**7.385**	**7.945**	**6.885**	**7.445**

Add-on features

Extra Cover for loss or damage.	**$2.50** for each $100, or part thereof, of extra cover for items valued between $100 and $5,000.
Delivery confirmation# The sender of a Registered Post article receives a card signed by the recipient. Charge per article purchased at the time of lodgement.	**$2.95**
Person-to-person# The Registered Post article must be signed for by the person named in the address. Charge per article purchased at the time of lodgement.	**$6.30**

* Track events will vary depending on how your item is lodged and delivered. For details visit **auspost.com.au/using-our-tracking-service**

** You may also have additional rights to a remedy under the Australian Consumer Law. If you wish to send valuable items, we recommend you add Extra Cover prior to sending your item. For more information, ask at your local Post Office or visit **auspost.com.au/compensation**

\# Postage and Registered Post fee are not included. To minimise the risk of contracting or spreading coronavirus, parcels will no longer require a signature for delivery or collection. Someone will still need to be present during the delivery but the postie will sign on behalf of the customer.

Delivery in Australia
Parcels

Domestic Parcels – Services

	Express Post			Parcel Post		
Estimated Speed	**Next business day***			**2+ business days****		
Type	**Prepaid satchels** (includes postage)	**National Flat Postage Rates** (Eligible Australia Post packaging only)	**Postage Assessed** (use your own packaging or Australia Post's packaging range)	**Prepaid satchels** (includes postage)	**National Flat Postage Rates** (Eligible Australia Post packaging only)	**Postage Assessed** (use your own packaging or Australia Post's packaging range)
Size/Weight	S / M / L / XL Maximum Weight 5kg	S / M / L / XL Maximum Weight 5kg	up to 22kg	S / M / L / XL Maximum Weight 5kg	S / M / L / XL Maximum Weight 5kg	up to 22kg
Compensation	Up to $100 included***			Up to $100 included***		
Tracking†	Included			Included		
Signature on Delivery#	Optional			Optional		
Extra Cover^	Optional			Optional		

* For more information about the Express Post network, including eligible postcodes, lodgement times and current delivery timetables, ask at your local Post Office or visit **auspost.com.au/expresspost**.

** Our regular parcel service delivers in 2 or more business days. Delivery times will vary depending on lodgement and destination points. For more information on delivery times to your area, visit **auspost.com.au/domesticdeliverytimes**

*** You may also have additional rights to a remedy under the Australian Consumer Law. If you wish to send valuable items, we recommend you add Extra Cover prior to sending your item. For more information, ask at your local Post Office or visit **auspost.com.au/compensation**

† Track events will vary depending on how your item is lodged and delivered. For details visit **auspost.com.au/parcels-mail/our-tracking-service**

\# Additional charges apply.

^ Additional charges apply. Extra Cover provides loss or damage cover for items valued between $100 and $5,000 while they are being carried by Australia Post. Visit **auspost.com.au/optional-extras-domestic** for more information.

Delivery in Australia

Parcels – regular services

For information regarding delivery timetables, ask at your local Post Office or visit **auspost.com.au/service-updates/domestic-delivery-updates#delivery-times**

Cubing

Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to apply cubic charges to all parcels, and this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape. Cubing is not applicable on eligible Australia Post packaging products.

For more information visit **auspost.com.au/parcels-mail/size-and-weight-guidelines**

Maximum weight and size of a parcel accepted over the counter

Maximum weight	22kg
Maximum length	The greatest linear dimension must not exceed 105cm
Maximum dimension	The maximum cubic dimensions must not exceed $0.25m^3$

For more detailed information refer to the ***Domestic Parcels Guide*** (SAP8833732).

In some instances a Post Office may not have capacity to weigh parcels up to 22kg. In these instances, the Post Office will accept the parcel if a charge can be agreed to. If not, the Post Office may refuse to accept the article.

Prepaid Parcel Post satchels

Send Prepaid satchels up to 5kg anywhere in Australia for flat rates (including postage and packaging).

Size	Maximum Weight	Dimensions (mm)	Charge per item* $	Charge per pack of 10 when purchasing 1-9 packs** $	Charge per pack of 10 when purchasing 10+ packs^ $	Total minimum charge when purchasing 10 packs of 10^ $
S	5kg	355 x 225	**9.55**	**93.10**	**90.70**	**907.00**
M		390 x 270	**12.95**	**126.25**	**123.05**	**1,230.50**
L		415 x 315	**16.30**	**158.95**	**154.85**	**1,548.50**
XL		510 x 440	**19.65**	**191.60**	**186.70**	**1,867.00**

* This charge per item is applicable to both Prepaid Satchels and Postage Not Paid satchels.
** Includes 2.5% discount.
^ Includes 5% discount.

Parcels up to 5kg

Flat rate postage prices to anywhere within Australia (packaging costs not included).

Australia Post packaging* Size	Maximum weight	Parcel Post $
S	5kg	**9.30**
M		**12.70**
L		**15.95**
XL		**19.20**

Own packaging** Maximum weight	Parcel Post $
Up to 500g	**9.30**
500g to 1kg	**12.70**
1kg to 3kg	**15.95**
3kg to 5kg	**19.20**

* Only Australia Post Packaging Products that are labelled with Small, Medium, Large or X-Large are eligible for size-based national flat rates. Other products are assessed based on physical or cubic weight.
** Parcels sent using own packaging up to 5kg are charged according to their actual weight or cubic weight equivalent, whichever is greater.

Return Paid parcels

Return Paid parcels provides your customers with a convenient payment free way to return parcels to a designated location. These can be commercial returns or parcels containing items for further analysis or processing (packaging costs not included).

Weight	Charge per regular parcel
Up to 500g	**$8.95**
500g to 3kg	**$15.75**
3kg to 5kg	**$19.05**
5kg to 10kg	**$23.20**
10kg to 22kg	**$29.70**
Annual fee for each Return Paid Number	**$117.50**

Delivery in Australia

Parcels – regular services

Parcels over 5kg up to 22kg*

Basic charges: **$19.20** for all destinations (5kg included in basic charge)
PLUS distance charge per kg rounded up to the nearest kg, calculated from the table below.

Parcel zones for distance charges

1. Use the table below to find the lodgement and destination zone codes.
2. Use the zone codes to calculate the distance charge per kg.
3. Add the total distance charge to the appropriate basic charge.

Example: A regular parcel, weight 6.1 kg, is in postcode 2593 (zone N2) for delivery to postcode 0800 (zone NT1).
Basic charge: **$ 19.20**.
Distance charge: **$7.15** per kg (in excess of 5kg) rounded up to the nearest kg = **$7.15 x 2 = $14.30**.
Total charge: **$ 19.20 + $14.30 = $33.50**

* For details on Cubing refer to page 14.

Lodgement Zone		Destination zone						
		N1	N2	V1	V2	Q1	Q2	Q3
		$	$	$	$	$	$	$
Sydney	N1	0.10	1.65	1.45	2.00	1.45	2.50	3.80
Other New South Wales	N2	1.65	1.65	1.95	2.15	2.30	2.95	4.20
Melbourne	V1	1.45	2.00	0.10	1.65	1.90	3.70	4.20
Other Victoria	V2	1.95	2.15	1.65	1.65	3.60	4.45	4.60
Brisbane	Q1	1.45	2.40	1.90	3.80	0.10	1.65	1.75
Near Queensland	Q2	2.35	2.95	3.50	4.45	1.65	1.65	1.85
Middle Queensland	Q3	3.60	4.20	4.05	4.60	1.75	1.85	1.65
North Queensland	Q4	4.05	4.55	4.55	6.00	2.60	2.70	1.95
Adelaide	S1	1.50	2.55	1.45	2.00	2.30	3.85	5.35
Other South Australia	S2	3.20	3.85	2.30	2.95	4.05	5.60	6.10
Northern Territory	NT1	7.10	7.70	7.10	7.70	6.35	6.70	6.70
Perth	W1	3.05	6.25	3.05	5.85	3.80	6.25	6.50
Middle Western Australia	W2	6.65	7.15	5.60	6.70	6.50	7.10	7.50
North Western Australia	W3	6.75	7.65	6.75	7.65	6.70	7.50	7.75
Tasmania	T1	3.00	4.45	1.50	2.90	3.90	6.15	6.70
Norfolk Island	NF	4.65	5.40	5.60	5.85	5.60	7.10	7.75

Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone
New South Wales		2640-2641	V2/N2 ◆	2787-2879	N2	3335-3341	V1	3926-3944	V1
0200-0299	N2	2642-2647	N2	2880	S2 ●	3342-3424	V2	3945-3971	V2
1000-2263	N1	2648	V2 ■	2881-2889	N2	3425-3443	V1	3972-3978	V1
2264-2484	N2	2649-2714	N2	2890	N1	3444-3688	V2	3979	V2
2485-2486	N2/Q1 ◆	2715	V2 ■	2891-2898	N2	3689-3690	V2/N2 ◆	3980-3983	V1
2487-2499	N2	2716	N2	2899	NF	3691-3749	V2	3984-3999	V2
2500-2530	N1	2717-2719	V2 ■	2900-2999	N2	3750-3811	V1	8000-8999	V1
2531-2554	N2	2720-2730	N2	Victoria		3812-3909	V2	Queensland	
2555-2574	N1	2731-2739	V2	3000-3220	V1	3910-3920	V1	4000-4224	Q1
2575-2639	N2	2740-2786	N1	3221-3334	V2	3921-3925	V2	4225	N2/Q1 ◆

◆ Use whichever zone offers the lower charge.
■ For charging purposes, these postcodes are considered to be part of Victoria.
● For charging purposes, Broken Hill (2880) is considered to be part of South Australia.

Destination zone										
Q4 $	S1 $	S2 $	NT1 $	W1 $	W2 $	W3 $	T1 $	NF $	W4 $	AAT $
4.20	1.90	3.35	7.10	3.90	6.95	7.15	3.10	4.90	6.55	3.00
4.55	2.60	4.10	7.15	6.25	7.50	7.75	4.50	5.40	7.00	4.25
4.75	1.45	2.40	7.10	3.90	6.50	7.15	1.95	5.85	6.55	1.85
6.00	1.95	2.95	7.15	5.85	7.00	7.75	2.75	5.85	7.00	2.60
2.60	2.75	4.20	5.85	3.80	6.70	6.95	3.90	5.85	6.30	3.80
2.70	3.70	5.60	6.00	6.00	7.10	7.50	5.90	7.10	6.85	5.60
1.95	4.95	6.10	6.00	6.25	7.50	7.75	6.50	7.75	7.00	6.15
1.85	5.85	6.50	4.70	6.75	7.75	8.05	7.25	8.70	7.35	6.90
6.10	0.10	1.65	5.85	3.05	5.55	6.25	3.80	6.25	5.75	3.70
6.50	1.65	1.65	6.70	5.60	6.00	7.15	4.90	8.25	6.55	4.70
5.50	6.35	7.70	2.55	7.10	7.70	7.70	7.10	12.05	6.95	6.85
7.10	3.05	5.85	7.10	0.10	1.65	2.60	4.50	9.30	2.40	4.25
7.75	5.60	6.15	7.15	1.65	1.65	2.70	6.85	11.35	2.50	6.55
7.95	6.25	7.15	6.70	2.60	2.70	2.55	7.25	11.35	2.30	6.90
7.65	3.05	4.95	7.10	3.95	7.10	7.50	0.90	8.10	6.85	1.10
8.70	6.00	8.25	12.05	8.90	11.35	11.35	7.70	0.10	11.35	8.10

Postcode	Zone
4226-4299	Q1
4300-4449	Q2
4450-4499	Q3
4500-4549	Q1
4550-4699	Q2
4700-4805	Q3
4806-4899	Q4
9000-9299	Q1
9400-9596	Q1
9597-9599	Q2

Postcode	Zone
9700-9799	Q1
9880-9919	Q2
9920-9959	Q3
South Australia	
5000-5199	S1
5200-5749	S2
5800-5999	S1
Northern Territory	
0800-0999	NT1

Postcode	Zone
Western Australia	
6000-6214	W1
6215-6699	W2
6700-6797	W3
6798-6799	W4
6800-6999	W1
Tasmania	
7000-7150	T1
7155-7999	T1

Postcode	Zone
Australian Antarctic Territories	
7151-7154	AAT

Delivery in Australia

Parcels – regular services

Local country parcels

The local country parcels service is for a parcel lodged at the same office that will deliver it. Postage only, packaging not included.

Parcels up to 500g	**$5.70** per parcel
Parcels over 500g	**$7.65** per parcel
Parcels over 500g (where delivery includes carriage by air)	**$26.25** per parcel

Postcodes for local country parcels

The local country parcels service operates only in the postcodes shown.

0835 – 0899	2640 – 2739	3444 – 3749	3984 – 3999	6509 – 6646	9700 – 9799
1970 – 1999	2787 – 2880	3812 – 3909	4210 – 4499	6700 – 6799	9880 – 9999
2240 – 2490	2890 – 2899	3921 – 3925	4550 – 4899	7200 – 7499	
2500 – 2554	3211 – 3334	3945 – 3971	5200 – 5749	7900 – 7999	
2575 – 2599	3342 – 3424	3979	6215 – 6507	9597 – 9599	

Parcel transfer fee

A fee will apply to transfer a parcel awaiting collection (to arrange please call **13 POST (13 7678)** or visit **auspost.com.au/help-and-support** for more information.

Parcels up to 22kg	**$7.05** per parcel

Medical / Educational remote area parcel service

This is a service for health and educational material being sent to or from people living in remote areas. This service is subject to conditions of eligibility and applies only to parcels being sent to or from a defined list of remote postcodes. The conditions for use of this service and list of postcodes are available at your local Post Office and **auspost.com.au**. Postage only, packaging not included.

Parcels up to 5kg		**$8.65**
Local parcels	**Small – Up to 500g**	**$2.90**
	Large – Over 500g up to 5kg	**$4.05**

Add-on features

Signature on Delivery (SOD)* Provides delivery confirmation with capture of signature at time of delivery.	**$2.95**
Extra Cover for loss or damage.	**$2.50** for each $100, or part thereof, of extra cover for items valued between $100 and $5,000

* To minimise the risk of COVID-19 transmission, Australia Post is not currently seeking a physical signature from addressees on delivery. Instead, our representative will ask for and record the customer's name and acknowledge delivery in our system (the customer will still need to be present for this to occur). In the event an electronic signature is unavailable, contact 13 POST (13 7678) for assistance.

Delivery in Australia
Express Post

Express Post

For more information about the Express Post network, including eligible postcodes, lodgement times and current delivery timetables, ask at your local Post Office or visit **auspost.com.au/expresspost**.

Prepaid Express Post envelopes~

Send eligible Prepaid Express Post envelopes anywhere in Australia for flat rates based on the three size categories below. Prepaid Express Post envelopes include Postage and packaging.

Express Post envelopes (mm) (for documents only)	Maximum Weight (g)	Maximum Thickness (mm)	Charge per item $	Charge per pack of 10** (when purchasing 1-9 packs) $	Charge per pack of 10^ (when purchasing 10+ packs) $	Total minimum charge when purchasing 10 packs of 10 $
DL (110 x 220) windowface	500	20	**7.45**	**72.65**	**70.80**	**708.00**
C5 (162 x 229)	500	20	**7.75**	**75.60**	**73.65**	**736.50**
B4 (250 x 353)	500	20	**9.20**	**89.70**	**87.40**	**874.00**

Express Post parcels up to 5kg‡

Flat rate postage prices to anywhere within Australia (packaging costs not included).

Australia Post packaging† Size	Maximum weight	Express Post $
S	5kg	**12.30**
M		**16.20**
L		**19.95**
XL		**26.20**

Own packaging~ Maximum weight	Express Post $
Up to 500g	**12.30**
500g to 1kg	**16.20**
1kg to 3kg	**19.95**
3kg to 5kg	**26.20**

† Only Australia Post Express Post Packaging Products that are labelled with Small, Medium, Large or X-Large are eligible for size-based national flat rates. Other products are assessed based on physical or cubic weight.

~ Parcels sent using own packaging up to 5kg are charged according to their actual weight or cubic weight equivalent, whichever is greater.

Prepaid Express Post satchels‡

Send Prepaid Express Post Satchels up to 5kg anywhere in Australia for flat rates (including postage & packaging).

Size	Maximum Weight	Dimensions (mm)	Charge per item* $	Charge per pack of 10** (when purchasing 1-9 packs) $	Charge per pack of 10^ (when purchasing 10+ packs) $	Total minimum charge when purchasing 10 packs of 10^ $
S	5kg	355 x 225	**12.55**	**122.35**	**119.20**	**1,192.00**
M		390 x 270	**16.45**	**160.40**	**156.30**	**1,563.00**
L		415 x 315	**20.30**	**197.95**	**192.85**	**1,928.50**
XL		510 x 440	**26.65**	**259.85**	**253.20**	**2,532.00**

* This charge per item is applicable to both Prepaid Satchels and Postage Not Paid satchels.
** Includes 2.5% discount.
^ Includes 5% discount.

‡ Senders must always sign the Aviation Security and Dangerous Goods Declaration or the guarantee is voided and the article will be transported by road.

Delivery in Australia
Express Post

Express parcels over 5kg up to 22kg*

Basic charges: **$26.20** for all destinations (5kg included in basic charge)
PLUS distance charge per kg rounded up to the nearest kg, calculated from the table below.

Parcel zones for distance charges

1. Use the table below to find the lodgement and destination zone codes.
2. Use the zone codes to calculate the distance charge per kg.
3. Add the total distance charge to the appropriate basic charge.

Example: An Express Post parcel, weight 6.1kg, is in postcode 3183 (Zone V1) for delivery to postcode 2630 (Zone N2).

Basic charge: **$26.20.**
Distance charge: **$10.20** per kg (in excess of 5kg) rounded up to the nearest kg = **$10.20 x 2 = $20.40**
Total charge: **$26.20 + $20.40 = $46.60**

* For details on Cubing refer to page 14.

Lodgement Zone		Destination zone						
		N1 $	N2 $	V1 $	V2 $	Q1 $	Q2 $	Q3 $
Sydney	N1	0.10	3.40	5.95	7.65	6.15	8.20	11.80
Other New South Wales	N2	3.75	5.30	9.25	11.05	9.35	11.65	15.30
Melbourne	V1	5.95	10.20	0.10	1.70	8.05	10.20	13.90
Other Victoria	V2	6.90	11.05	1.70	1.70	8.80	11.05	14.80
Brisbane	Q1	6.15	10.30	8.05	9.85	0.10	1.70	5.30
Near Queensland	Q2	7.40	11.65	9.25	11.05	1.70	1.70	5.80
Middle Queensland	Q3	10.60	15.30	12.45	14.80	4.75	5.80	4.70
North Queensland	Q4	14.35	19.45	16.25	19.05	8.50	9.85	9.95
Adelaide	S1	8.05	12.25	5.10	6.55	8.25	10.50	14.15
Other South Australia	S2	9.25	13.75	6.25	8.10	9.45	11.80	15.40
Northern Territory	NT1	16.00	21.30	16.00	19.05	14.80	17.85	21.45
Perth	W1	14.65	19.95	11.90	14.25	16.55	19.65	23.85
Middle Western Australia	W2	16.85	22.15	14.05	16.55	18.50	22.05	26.10
North Western Australia	W3	24.50	30.75	21.70	25.20	26.25	30.55	34.70
Tasmania	T1	5.95	10.20	4.90	6.30	9.75	12.10	16.15
Norfolk Island	NF	11.40	14.90	14.95	16.05	11.40	14.90	19.05

Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone	Postcode	Zone
New South Wales		2640-2641	V2/N2 ◆	2787-2879	N2	3335-3341	V1	3926-3944	V1
0200-0299	N2	2642-2647	N2	2880	S2 ●	3342-3424	V2	3945-3971	V2
1000-2263	N1	2648	V2 ■	2881-2889	N2	3425-3443	V1	3972-3978	V1
2264-2484	N2	2649-2714	N2	2890	N1	3444-3688	V2	3979	V2
2485-2486	N2/Q1 ◆	2715	V2 ■	2891-2898	N2	3689-3690	V2/N2 ◆	3980-3983	V1
2487-2499	N2	2716	N2	2899	NF	3691-3749	V2	3984-3999	V2
2500-2530	N1	2717-2719	V2 ■	2900-2999	N2	3750-3811	V1	8000-8999	V1
2531-2554	N2	2720-2730	N2	**Victoria**		3812-3909	V2	**Queensland**	
2555-2574	N1	2731-2739	V2	3000-3220	V1	3910-3920	V1	4000-4224	Q1
2575-2639	N2	2740-2786	N1	3221-3334	V2	3921-3925	V2	4225	N2/Q1 ◆

◆ Use whichever zone offers the lower charge.
■ For charging purposes, these postcodes are considered to be part of Victoria.
● For charging purposes, Broken Hill (2880) is considered to be part of South Australia.

Destination zone										
Q4 $	S1 $	S2 $	NT1 $	W1 $	W2 $	W3 $	T1 $	NF $	W4 $	AAT $
16.05	8.05	10.20	17.85	14.65	18.70	27.30	5.95	11.50	24.85	6.00
19.45	10.95	13.75	21.30	17.90	22.15	30.75	9.25	14.90	27.95	9.35
18.20	5.10	6.95	17.85	11.90	15.70	24.25	4.90	15.05	22.05	4.95
19.05	5.95	8.10	19.05	12.75	16.55	25.20	5.75	16.05	22.90	5.80
9.60	8.25	10.50	16.55	16.55	20.70	29.35	9.75	11.50	26.60	9.85
9.85	9.45	11.80	17.85	17.75	22.05	30.55	10.75	14.90	27.80	11.00
9.95	12.60	15.40	21.45	21.40	26.10	34.70	14.60	19.05	31.60	14.80
8.65	16.55	19.65	22.30	25.05	30.40	39.00	18.45	22.50	35.45	18.65
18.50	0.10	1.70	15.70	10.60	14.15	22.60	6.60	16.55	20.60	6.65
19.65	1.70	1.70	16.90	11.80	15.40	24.15	7.90	17.85	21.90	7.95
22.30	14.05	16.90	8.10	21.75	26.40	19.25	19.20	25.45	17.50	19.45
28.00	10.60	13.15	24.65	0.10	2.40	10.70	16.25	22.85	9.85	16.50
30.40	12.60	15.40	26.40	2.10	2.95	13.00	18.30	25.20	11.80	18.55
39.00	20.30	24.15	19.25	9.75	13.00	2.95	25.85	33.75	2.70	26.30
20.85	6.60	8.65	21.45	16.25	20.45	29.00	0.95	16.05	26.30	1.20
22.50	16.45	17.85	25.45	22.70	25.20	33.75	16.00	0.10	33.75	16.05

Postcode	Zone
4226-4299	Q1
4300-4449	Q2
4450-4499	Q3
4500-4549	Q1
4550-4699	Q2
4700-4805	Q3
4806-4899	Q4
9000-9299	Q1
9400-9596	Q1
9597-9599	Q2

Postcode	Zone
9700-9799	Q1
9880-9919	Q2
9920-9959	Q3
South Australia	
5000-5199	S1
5200-5749	S2
5800-5999	S1
Northern Territory	
0800-0999	NT1

Postcode	Zone
Western Australia	
6000-6214	W1
6215-6699	W2
6700-6797	W3
6798-6799	W4
6800-6999	W1
Tasmania	
7000-7150	T1
7155-7999	T1

Postcode	Zone
Australian Antarctic Territories	
7151-7154	AAT

Delivery in Australia
Express Post

Cubing

Australia Post will assess charges according to their actual weight or cubic weight equivalent, whichever is greater. The cubic weight is the parcel's volume in cubic metres multiplied by 250. Australia Post reserves the right to apply cubic charges to all parcels, and this will be more likely in instances where a parcel is large in size or irregular or cylindrical in shape. Cubing is not applicable on eligible Australia Post packaging products. For more information visit **auspost.com.au/parcels-mail/size-and-weight-guidelines.**

Maximum weight and size of a parcel accepted over the counter

For more detailed information refer to the ***Domestic Parcels Guide*** (SAP8833732).

Maximum weight	22kg
Maximum length	The greatest linear dimension must not exceed 105cm
Maximum dimension	The maximum cubic dimension must not exceed $0.25m^3$

In some instances a Post Office may not have capacity to weigh parcels up to 22kg.
In these instances, the Post Office will accept the parcel if a charge can be agreed to. If not, the Post Office may refuse to accept the article.

Add-on features

Signature on Delivery (SOD)* Provides delivery confirmation with capture of signature at time of delivery.	**$2.95**
Extra Cover for loss or damage.	**$2.50** for each $100, or part thereof, of extra cover for items valued between $100 and $5,000.

* To minimise the risk of COVID-19 transmission, Australia Post is not currently seeking a physical signature from addressees on delivery. Instead, our representative will ask for and record the customer's name and acknowledge delivery in our system (the customer will still need to be present for this to occur). In the event an electronic signature is unavailable, contact 13 POST (13 7678) for assistance.

Delivery in Australia

Courier services

StarTrack Courier

StarTrack Courier offer a range of time-critical, on-demand and customised regular courier services. Services are available in the metropolitan areas of all major capital cities. All services provide proof of delivery and online booking and tracking. After hours, public holidays and weekend services are also provided.

For further details or to book these services, phone **13 13 20** or visit **www.startrack.com.au**.

On-demand courier services

Metro ad-hoc services

Service	Service description	Estimated delivery times	Booking times
Standard	Our most economical service	3hrs – 4.5hrs*	8am – 4pm†
Express	For more urgent items	1.5hrs – 3hrs*	8am – 5pm†
Immediate Priority	For extremely urgent jobs that need to be delivered right away	1+hrs*	8am – 6pm†

* Delivery times are estimated and are dependent on distance and pickup ready time, as nominated by the customer.
† Deliveries scheduled after 7pm will incur an after hours surcharge.

Vehicle	Standard	Express	Immediate Priority	Load
Courier Up to 25kg	Standard courier	Express courier	Immediate priority courier	Fit front seat of vehicle
Wagon Up to 125kg	Standard wagon	Express wagon	Immediate priority wagon	Approx. 1 trolley load
Half Tonne / Van Up to 500kg	Standard half van	Express half van	Immediate priority half van	Half van
Full Tonne / Van Up to 1000kg	Standard full van	Express full van	Immediate priority full van	Full van

Note: Not all services are available in all states or from all suburbs. Average delivery times are usually shorter than times listed above, however deliveries may on occasion be subject to delays due to factors outside our control.

Customised regular courier services

All regular courier delivery elements such as routes, destinations and delivery times are determined in accordance with business requirements and the route is optimised for efficiency and reliability.

Mail pickup and delivery

Drivers are assigned for timely mail deliveries to and from the Post Office.

Inter-office satchel delivery

Pickup and delivery of internal mail between branch offices for same business day or overnight deliveries.

Scheduled services

Tailored set run solutions. Operating at set times from point-to-point or multiple-points with a designated driver.

Specialised Healthcare services 24/7

24/7 services designed to meet various requirements, whether there is a need for strict time constraints, temperature sensitive deliveries or a strong focus on security.

Distribution services

A specialised whole of business approach designed to deliver a secure, reliable and cost efficient distribution model to meet your specific requirements.

Delivery in Australia
Special services

Articles for the blind

Certain items may be sent free of charge, or at concessional rates, subject to conditions of eligibility. Ask at your local Post Office. Items must have the special symbol on the address side or Materials for the use of the Blind or similar words.

Within Australia	Weight	Charge per article
Letter	Up to 500g	No charge
Regular parcel	Up to 22kg	No charge

International	Weight	Charge per article
Sea Mail	Up to 7kg	No charge
Air Mail	Up to 250g Over 250g up to 500g Per 500g thereafter up to 7kg maximum	No charge No charge No charge

Certifying documents

For each page (one or two sided) that is certified as being a true copy of the original.	**$2.50**

For more details on this service ask at your local participating Post Office or visit **auspost.com.au/personal/witnessing-documents**.

Defence Forces

Normal postal charges apply to articles addressed to members of the Defence Forces serving within Australia or overseas.

Exceptionally, within-Australia charges apply to items addressed to HMA ships (irrespective of location) or an overseas Australian Forces Post Office (AFPO).

Please note: Special charging arrangements may be applicable to Australian Defence Force members deployed overseas as part of peacekeeping or other activities. Please check at your local Post Office or phone **13 POST (13 7678)**.

For mail delivery to:	Address on item:
An AFPO	Serial No, Rank and Name Name of unit AFPO (insert number of AFPO) AUSTRALIAN DEFENCE FORCES NSW 2890
An HMA ship	Serial No, Rank and Name Name of HMA ship Warships Relevant state capital city mail centre (see below)
An HMA ship at a known Australian location	AUSTRALIAN DEFENCE FORCES NSW 2890 MELBOURNE VIC 3000 ADELAIDE SA 5000 BRISBANE QLD 4000 HOBART TAS 7000 PERTH WA 6958
An HMA ship at an unknown Australian location	PERTH WA 6958 (West coast-based ships) AUSTRALIAN DEFENCE FORCES NSW 2890 (Ships based other than on West Coast)
An HMA ship overseas	AUSTRALIAN DEFENCE FORCES NSW 2890

FaxPost*

FaxPost is a public access domestic and international facsimile service.

	To Australia		To overseas	
	First page $	Per additional page $	First page $	Per additional page $
From Australia	5.05	1.25	10.15	2.55
From overseas	5.05	1.25	–	–

* Available at participating outlets.

Infectious biological substances

Destination (within Australia)	Charge
Same state (See page 2)	**$25.85** basic charge plus **75¢** per kg or part thereof
Other state	**$33.45** basic charge plus **$4.05** per kg or part thereof

Key return

For the return of hotel or motel keys within Australia.	**$4.25** per article (includes postage)

Philatelic items

Prices for first day covers, souvenir covers, stamp packs and maximum cards vary according to issue. Refer to **auspost.com.au/stamps**.

Blank first day covers or souvenir covers without stamps	**30¢** each or **25¢** per 1,000 or more (minimum price payable $250)
Affixing stamps to client's own covers	**10¢** per cover

Separate bags

For live bees, leeches, and silkworms packed in the prescribed manner and sent within Australia.	**$4.25** per bag, plus postage

Underpaid articles

Any article on which the postage due exceeds the postage paid. Postage includes any special fee payable (eg Registered Post fee).	**$1.50** per item, plus deficient postage

Withdrawal from the post

Senders can withdraw lodged articles only with a valid reason.^	**$27.90** per article, plus cost of any telephone calls or electronic messages and return postage (regular parcels)

^ Fee is payable in advance and is non-refundable should search not be successful. Dependent on mail clearance and processing times.

Delivery in Australia

Post Office Boxes and Locked Bags

Post office boxes and locked bags annual charges

The service year for Post Office boxes is calculated from 1 April to 31 March. For services leased between 1 May to 31 January, pro rata fees are payable in advance for the remainder of the service year. The pro rata charge for each month is one twelfth of the annual fee. Any lease that starts in February or March will include charges for a full year in addition to pro rata fees. Australia Post calculates charges for Post Office boxes from the first day of the month in which the service starts to the last day of the month in which the service ends.

	Standard		Specified**		General Post Office (GPO)		Reduced rate***	
Service*	Pay on time#	Regular	Pay on time#	Regular	Pay on time#	Regular	Pay on time#	Regular
Small Post Office box	**$136**	**$141**	**$215**	**$220**	**$307**	**$312**	**$41**	**$46**
Medium Post Office box	**$205**	**$210**	**$325**	**$330**	**$477**	**$482**	**$66**	**$71**
A4 Post Office box	**$274**	**$279**	**$436**	**$441**	**$616**	**$621**	**-**	**-**
Large Post Office box	**$330**	**$335**	**$538**	**$543**	**$754**	**$759**	**$95**	**$100**
Jumbo Post Office box	**$643**	**$648**	**$1,022**	**$1,027**	**$1,087**	**$1,092**	**-**	**-**
Locked bag	**$496**	**$501**	**$666**	**$671**	**$828**	**$833**	**$146**	**$151**

Administration fees

Establishment fees	Re-activation fee	Cancellations by customers
$20 (includes 2 keys)	**$25**	**$30** (unused service fees exceeding $30 are refunded)

Combined service

Service*	Standard	Specified**	General Post Office (GPO)	Reduced rate***
Bag / tray with Post Office box (plus Post Office box charge)	**$371**	**$498**	**$602**	**$118**

Locks and keys

Additional/replacement key	New locks for Post Office boxes	Locked bag
$12 each additional or replacement key	**$30**	The bag-holder may supply a padlock and, if supplied, must provide the Post Office with a key

PO Box Plus

Annual fee	Excess articles fee
$24 annually (monthly pro rata calculated and paid in advance)	**$3 per article** (3rd party articles in excess of 50 per PO Box year)

Private bags

For deliveries by mail contractor or to addressees whose premises are beyond the areas serviced by postal delivery officers.

Deliveries each week	Pay on time #	Regular
1 to 3	**$123**	**$128**
4 or more	**$231**	**$236**

Mail bag purchase

Available to locked bag and private mail bag holders only.

Size	Dimensions (mm)	Price
Large	900 x 740	**$66**
Small	760 x 460	**$56**

In Your Capital City GPO Box service

Provides business customers with a common address in each State and Territory GPO. Apply at your nearest GPO.

Service	Pay on time #	Regular
Common box	**$2,745**	**$2,750**

*All sizes not available at all outlets.**Canberra, Hobart and Darwin GPOs and certain other Post Offices as determined by Australia Post. ***The Reduced Rate applies where Australia Post does not provide delivery to that customer's address (residential or business). . The Reduced Rate will not apply where that customer: (a) resides on a houseboat or other water vessel, or (b) where the customer's address (residential or business) is located on a private road (such as a caravan park, gated community, retirement village, defence force barracks etc). #Pay on Time discount is available to existing Post Office box and bag customers who renew their service by 31 March 2022.

Delivery in Australia

Mail Redirection and Mail Hold services

Mail Redirection and Mail Hold services

For redirecting your mail overseas, refer to page 35. Application forms are available at your local Post Office or can be downloaded from **auspost.com.au/mail-redirection.**

Mail Redirection Service

Applicant	1 Month	3 Months	6 Months	12 Months
Concession*	**$20.40**	**$40.80**	**$61.20**	**$102.00**
Private	**$34.00**	**$68.00**	**$102.00**	**$170.00**
Home Office**	**$68.00**	**$170.00**	**$340.00**	**$680.00**
Business and Government	**$136.00**	**$340.00**	**$680.00**	**$1,360.00**

Mail Hold service

Applicant		Charge
Concession*	First week of service	**$15.60** per week
	Subsequent weeks of service	**$3.60** per week
Private	First week of service	**$26.00** per week
	Subsequent weeks of service	**$6.00** per week
Home Office**	Monthly charge	**$66.00** per month
Business and Government	Monthly charge	**$132.00** per month

***Eligibility for concession for Mail Redirection and Mail Hold services**

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection or Mail Hold services.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Centrelink	Health Care Card (all types)
Centrelink	Commonwealth Seniors Health Card
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Department of Veteran Affairs	Veterans' Repatriation Health Card
Department of Veteran Affairs	Department of Veterans' Affairs card
Australia Post	MyPost Concession Card^

^ If application is made for multiple persons at the same address, each individual **must** have a valid MyPost Concession Card.

****Home Office includes:**

Option	Requirement: Photo ID showing your residential mailing address	Requirement: Supporting documentation
Home Office - a business operated from your residential address	Yes	A business certificate statement or tax statement
Trust – individual trustees and company trusts	Yes	A trust statement with your mailing address
SMSF – self managed super funds	Yes	A SMSF statement with your mailing address

Delivery in Australia

Mail Redirection and Mail Hold services

Refunds for Mail Redirection and Mail Hold services

The following refunds are available to customers who cancel their Mail Redirection or Mail Hold service.

Applicant Type	Service	Period Cancelled	Refund
Concession*	Mail Redirection	First month	**Nil**
		Subsequent months	**$8.50 per unused whole month**
	Mail Holding	First week	**Nil**
		Subsequent weeks	**$3.60 per unused whole week**
Private	Mail Redirection	First month	**Nil**
		Subsequent months	**$14.17 per unused whole month**
	Mail Holding	First week	**Nil**
		Subsequent weeks	**$6.00 per unused whole week**
Home Office**	Mail Redirection	First month	**Nil**
		Subsequent months	**$56.67 per unused whole month**
	Mail Holding	First month	**Nil**
		Subsequent months	**$66.00 per unused whole month**
Business	Mail Redirection	First month	**Nil**
		Subsequent months	**$113.33 per unused whole month**
	Mail Holding	First month	**Nil**
		Subsequent months	**$132.00 per unused whole month**

Please refer to the criteria for Concession* and Home Office** customers on Page 27.

International delivery

Service options

For information regarding delivery timetables, ask at your local Post Office or visit **auspost.com.au/service-updates/international-delivery-updates**

International Post – Services

	Economy	Standard	Express	Courier
Weight	Up to 20kg Air (up to 2kg) Sea (2kg to 20kg)	Up to 20kg	Up to 20kg	Up to 20kg
Compensation	Up to $100 included*** (only for Registered Post International and Economy products with Signature on Delivery purchased).	Up to $100 included***	Up to $100 included***	Up to $100 included***
Tracking†	No	Yes	Yes	Yes
Email tracking notification	N/A	Yes	Yes	Yes
SMS tracking notification	N/A	Yes	Yes	Yes
Signature on Delivery **	Optional	Optional	Included	N/A
Extra Cover ^	Optional	Optional	Optional	Optional

† Track events will vary depending on the service used and how your item is lodged and delivered. For details visit **auspost.com.au/parcels-mail/our-tracking-service**

** Additional charges apply. Signature on Delivery is only available certain countries. For further details, see our ***International Post Guide.***

***You may also have additional rights to a remedy under the Australian Consumer Law. If you wish to send valuable items, we recommend you add Extra Cover prior to sending your item.

^ Additional charges apply. International Extra Cover is available for selected postal items for certain countries only and is recommended for valuable items. Extra cover costs $4.00 for each $100, or part thereof, for items valued between $100 and $5,000 except for Economy Air Letters and Economy Air Parcels which can have a maximum cover of up to $500. Terms and conditions apply, see **auspost.com.au/terms-conditions** or ask in-store.

Country restrictions

For specific country restrictions, refer to the ***International Post Guide*** or online at **auspost.com.au/ipg**.

Customs form

All international parcels and Express letters must be sent with a completed customs form. You can complete a customs form online at **auspost.com.au/declareonline**

International Post and the GST

- Unless indicated otherwise, international post charges are GST-free.
- A range of specially designed GST-free stamps is available for international mail.
- If you use a postage meter to apply postage to international mail, you are required to apply postage at 10 percent above the published rate to offset input credits you may claim.
- If you wish to use domestic stamps on international mail, then you are required to affix postage at 10 percent above the published rate, for GST purposes.

International delivery
Letters and documents

Letters overseas **must only contain printed material with no commercial value**.

Small letters

Small letters include enveloped mail, lettersheets and unenclosed postcards.

A small letter is:
- no larger than 130mm x 240mm
- no thicker than 5mm
- no heavier than 250g.

Large letters

A large letter is:
- rectangular in shape
- no heavier than 500g
- no thicker than 20mm
- no larger than 260mm x 360mm
- not a small letter

Own packaging

Economy Air Letters

Weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4* UK & Europe $	Zone 5 Rest of World $
Small letters	**2.50**	**2.70**	**3.40**	**3.50**	**3.70**
Large letters	**8.50**	**9.60**	**13.50**	**14.60**	**15.00**
Seasonal greeting card up to 20g enclosed in a sealed envelope and endorsed **card only** – only available during November and December	**2.40**	**2.40**	**2.40**	**2.40**	**2.40**

* Some countries or destinations outside of Europe fall into Zone 4 for rates determination, such as Russia and South Africa. Refer to the international zone guide for more information **auspost.com.au/sending/send-overseas/international-zones**

Prepaid options

Express – Prepaid envelopes

Size (mm)	Maximum weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4* UK & Europe $	Zone 5 Rest of World $
Medium (C4) 229 x 324	250g	**28.50**	**31.00**	**34.00**	**37.00**	**42.00**
Large (B4+) 390 x 290	500g	**30.20**	**33.90**	**36.00**	**41.40**	**46.80**

For complete country zoning information ask at your local Post Office or visit **auspost.com.au/sending/send-overseas/international-zones**.
Up to 5% discount for 5 or more International Express envelopes to the same zone.

Economy – Aerogrammes – All Zones

Single aerogramme	**$2.75**

Economy – Prepaid Air Mail envelopes – All Zones

Size (mm)	Maximum weight	Maximum thickness	Charge per article $	Charge per pack of 10 $ single pack	Charge per pack of 10 $ 5+ packs^	Total minimum charge when purchasing 5 packs of 10 $
DL (110 x 220)	50g	5mm	**3.70**	**35.20**	**33.30**	**166.50**
C4 (324 x 229)	250g	20mm	**10.00**	**95.00**	**90.00**	**450.00**

Registered – Prepaid envelopes – All Zones

Size (mm)	Maximum weight	Charge per item $	Charge per pack of 10 $ single pack	Charge per pack of 10 $ 5+ packs^	Total minimum charge when purchasing 5 packs of 10 $
130 x 240 – to enclose a DL envelope	500g	**17.70**	**168.25**	**159.40**	**797.00**
250 x 353 – B4	500g	**27.50**	**261.25**	**247.50**	**1237.50**

Add-on features

Extra Cover for loss or damage.	**$4.00** for each $100, or part thereof, of extra cover for items valued between $100 and $5,000 except for Economy Air Letters and Economy Air Parcels which can have a maximum cover of up to $500.

The availability of Extra Cover and the maximum obtainable cover varies between countries. Extra Cover is not available for every country or for items prohibited by your destination country. Extra Cover is not available for Registered Post International. For further details, see our International Post Guide at **auspost.com.au/international**.

* Some countries or destinations outside of Europe fall into Zone 4 for rates determination, such as Russia and South Africa. Refer to the international zone guide for more information **auspost.com.au/sending/send-overseas/international-zones**

^ In order to receive this per pack price, you must purchase at least 5 packs of 10. The total price you pay will vary depending on how many packs of 10 you purchase above the minimum 5 packs.

International delivery
Parcels

Standard Parcel Prices by weight

Use your own packaging or select from our range of packaging products below.

Weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4† UK & Europe $	Zone 5 Rest of World $
250g	**15.20**	**18.90**	**21.00**	**26.40**	**31.80**
500g	**18.20**	**21.90**	**24.00**	**29.40**	**34.80**
1kg	**24.00**	**33.60**	**36.90**	**42.30**	**51.35**
1.5kg	**29.80**	**45.30**	**49.80**	**55.20**	**67.90**
2kg	**35.60**	**57.00**	**62.70**	**68.10**	**84.45**
Every Additional 0.5kg (20kg Max) *	**35.60 +3.25/0.5kg**	**57.00 +4.50/0.5kg**	**62.70 +5.25/0.5kg**	**68.10 +5.00/0.5kg**	**84.45 +8.50/0.5kg**
Economy Air Parcel Service (2kg limit)	**$4 cheaper** at each Standard Parcel price point up to 2Kg				
Express Parcel Service	**Add $15** at each Standard Parcel price point				
Courier Parcel Service	**Add $75** at each Standard Parcel price point				

* Rounded up nearest 0.5 kg in weight

Economy Air Parcels – Lightweight untracked

Weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4† UK & Europe $	Zone 5 Rest of World $
50g	**8.90**	**10.10**	**13.90**	**15.30**	**17.80**

† Some countries or destinations outside of Europe fall into Zone 4 for rates determination, such as Russia and South Africa. Refer to the international zone guide for more information **auspost.com.au/sending/send-overseas/international-zones**

Prepaid options

Standard

Size (mm)	Maximum weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4† UK & Europe $	Zone 5 Rest of World $
Small satchel (250 x 353)	500g	**18.20**	**21.90**	**24.00**	**29.40**	**34.80**
Medium satchel (265 x 379)	1kg	**24.00**	**33.60**	**36.90**	**42.30**	**51.35**
Large satchel (250 x 405)	2kg	**35.60**	**57.00**	**62.70**	**68.10**	**84.45**
Box (310 x 225 x 102)	5kg	**55.10**	**84.00**	**94.20**	**98.10**	**135.45**

Express

Size (mm)	Maximum weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4† UK & Europe $	Zone 5 Rest of World $
Small satchel (250 x 353)	500g	**33.20**	**36.90**	**39.00**	**44.40**	**49.80**
Medium satchel (265 x 379)	1kg	**39.00**	**48.60**	**51.90**	**57.30**	**66.35**
Large satchel (250 x 405)	2kg	**50.60**	**72.00**	**77.70**	**83.10**	**99.45**
Box (310 x 225 x 102)	5kg	**70.10**	**99.00**	**109.20**	**113.10**	**150.45**

For complete country zoning information ask at your local Post Office or visit **auspost.com.au/international**.
Up to 5% discount for 5 or more International Express satchels of the same size to the same zone.

Courier

Size (mm)	Maximum weight	Zone 1 New Zealand $	Zone 2 Asia Pacific $	Zone 3 US & Canada $	Zone 4† UK & Europe $	Zone 5 Rest of World $
Small satchel (250 x 353)	500g	**93.20**	**96.90**	**99.00**	**104.40**	**109.80**
Medium satchel (265 x 379)	1kg	**99.00**	**108.60**	**111.90**	**117.30**	**126.35**

For complete country zoning information ask at your local Post Office or visit **auspost.com.au/international**.

Add-on features

Signature on Delivery (SOD)* Available with Economy and Standard parcel services only, (included with Express).	**$5.50**
Extra Cover for loss or damage.**	**$4.00** for each $100, or part thereof, of extra cover for items valued between $100 and $5,000

* The signature on delivery fee does not apply to International Express. Signature on Delivery is only available to certain countries. For further details, see our International Post Guide at **auspost.com.au/international**.

** The availability of Extra Cover and the maximum obtainable cover varies between countries. Extra Cover is not available for every country or for items prohibited by your destination country. For further details, see our International Post Guide at **auspost.com.au/international**.

† Some countries or destinations outside of Europe fall into Zone 4 for rates determination, such as Russia and South Africa. Refer to the international zone guide for more information **auspost.com.au/sending/send-overseas/international-zones**

International delivery
Reply and Bulk Mail Services

International Reply Paid

International Reply Paid is available for small letters up to 50g.

Condition	Charge
Application fee	**$80.80** (includes GST)
Response fee	**$3.50** per article

International Reply Coupons

International Reply Coupons can be exchanged by the addressee for a stamp to prepay air mail postage on a small letter up to 50g.

Charge	**$4.15** each

Print Post Direct Bag International

Print Post Direct Bags enable you to send bulk consignments of printed matter to the same addressee at the same address. Lodge at Post Offices and mail centres. Bags are provided by Australia Post.

Service / Charge per kg	All Zones
Airmail	**$11.00**

Add-on services are not available. Print Post Direct Bags must be a minimum of 5kg and maximum of 16kg. Use the generic customs form.

International delivery
Mail Redirection Service

International Mail Redirection service

Application forms for **Mail Redirection** are available at your local Post Office or can be downloaded from **auspost.com.au/mail-redirection**.

Applicant	1 Month	3 Months	6 Months	12 Months
Concession*	**$40.80**	**$81.60**	**$122.40**	**$204.00**
Private	**$68.00**	**$136.00**	**$204.00**	**$340.00**
Home Office**	**$136.00**	**$340.00**	**$680.00**	**$1,360.00**
Business and Government	**$272.00**	**$680.00**	**$1,360.00**	**$2,720.00**

Note: The following articles are unable to be redirected under the International Mail Redirection service. They may be deemed undeliverable and be returned to sender:

- Articles that require customs documentation.
- Articles sent by domestic services such as Registered Post, Express Post and Parcel Post.

*** Eligibility for concession**

Eligible concession cardholders, and their dependents, must be listed on one of the following cards to be eligible to receive the concession rate for Mail Redirection service.

Issuer	Card Type
Centrelink	Pensioner Concession Card (PCC)
Centrelink	Health Care Card (all types)
Centrelink	Commonwealth Seniors Health Card
Department of Veteran Affairs	Pensioner Concession Card (DVA-PCC)
Department of Veteran Affairs	Veterans' Repatriation Health Card
Department of Veteran Affairs	Department of Veterans' Affairs card
Australia Post	MyPost Concession Card^

^ If an application is made for multiple persons at the same address, each individual **must** have a valid MyPost Concession Card.

****Home Office includes:**

Option	Requirement: Photo ID showing your residential mailing address	Requirement: Supporting documentation
Home Office – a business operated from your residential address	Yes	A business certificate statement or tax statement
Trust – individual trustees and company trusts	Yes	A trust statement with your mailing address
SMSF – self managed super funds	Yes	A SMSF statement with your mailing address

Refunds for International Mail Redirection services

The following refunds are available to customers who cancel their International Mail Redirection service.

Applicant Type	Period Cancelled	Refund
Concession	First month	**Nil**
	Subsequent months	**$17.00 per unused whole month**
Private	First month	**Nil**
	Subsequent months	**$28.33 per unused whole month**
Home Office	First month	**Nil**
	Subsequent months	**$113.33 per unused whole month**
Business	First month	**Nil**
	Subsequent months	**$226.67 per unused whole month**

Please refer to criteria for Concession* and Home Office** customer types above.

Travel related services

When it comes to travel, Australia Post has a range of products and services to help you get there.

- **Foreign currency**[1] – it is handy that you have some foreign cash when you first arrive at your destination.
- **Australia Post Travel Platinum Mastercard**[2] – Travel smarter with our Travel Platinum Mastercard, a reloadable, multi-currency prepaid card that's accepted wherever Mastercard is, worldwide. Enjoy up to 11 currencies, 24/7 Global assistance[3] and three months of free global Wi-Fi with every AUD $100 top up[4]. More information available at **auspost.com.au/travelcard**
- **Instant passport photos** – available at participating Post Offices.
- **Passports** – applications, renewals, interviews and delivery (available at participating Post Offices).

For further details on these services, ask at your local Post Office or visit: **auspost.com.au/passports**

[1] Exchange rates may include a service charge.

[2] Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386837) arranges for the issue of the Australia Post Travel Platinum Mastercard in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL 240984). Australian Postal Corporation (ABN 28 864 970 579, AR No. 338646), the card distributor, acts as an Authorised Representative of Australia Post Services Pty Ltd (ABN 67 002 599 340, AFSL 457551). You should consider the Australia Post Travel Platinum Mastercard **Product Disclosure Statement** and Financial Services guide available at **auspost.com.au/travelcard** before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you. Mastercard® is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

[3] Terms & conditions apply. Customers must contact Customer Service to report lost or stolen cards. Emergency cash can be arranged up to the balance of your Australia Post Travel Platinum Mastercard® ("Travel Mastercard"), subject to availability of funds at the approved agent location. For full terms, visit **auspost.com.au/travelcard**.

[4] Terms & conditions apply. Wi-Fi is provided by Boingo hotspots. After starting a new 3 month membership, another eligible reload during this period will make you eligible for an additional 3 month membership once the active one expires. Visit **auspost.com.au/travelcard** and **mastercard.boingo.com** for more information.

Financial and agency services

Australian Money Orders

Standard Money Orders	Up to $5,000 (must be a multiple of 5¢)	**$11.00** per order
Express Money Orders	Up to $10,000 (must be a multiple of 5¢) The order is sent to the nominated paying Post Office within one business hour	**$25.00** per order
Bulk Money Orders	Standard Money Orders can be purchased in bulk (**minimum quantity: 200**) at a discount on the individual price and can be overprinted with an advertising message.	To purchase contact our Money Order Centre on **1300 362 030** or **bulkmoneyorders@auspost.com.au**

Australian Money Orders are "financial supplies" for GST purposes and thus are GST-free.

Money Order enquiry service

Ring the Money Order Centre on **1300 362 030**. For written enquiries and for changes to Express Money Orders use Form SAP8833022. There is no fee for enquiries but the costs of necessary FaxPost messages or telephone calls may be charged.

Bank where you Post

Deposit and withdraw money at your local Post Office*.

Over 3,500 Post Offices in communities all across Australia offer agency banking services to over 70+ financial institutions. For more information, visit **auspost.com.au/banking**.

* Bank@Post is an agency service provided by Australia Post on behalf of over 70 financial institutions. Bank@Post is available at participating Post Offices. Services available are cash withdrawals, deposits and balance enquiries. Consult your financial institution for terms and conditions of the Bank@Post service. Limits apply.

Bill payments

Locate the Post Billpay barcode or Billpay code and Reference Number on your bill for information on which payment options are available. Post Billpay payments can be made:

- in person at any Post Office
- by phone on **13 18 16**
- online at **postbillpay.com.au** or
- via the Australia Post app

Australia Post does not charge consumers any fees to pay bills at the Post Office.
Any additional bill payment fees applied are at the discretion of the biller.

Identity services

Australia Post has established itself as a trusted provider of identity services. Currently, we provide these services for an increasing number of banks and other institutions (e.g. Working with Children, Maritime Services, Australian Passports), ranging from Identification Checks for financial institutions through to more complex transactions that include credential verification and live image capture. Available in participating Post Offices.

Financial and agency services

Australia Post Everyday Mastercard[+]

– is a reloadable prepaid card that helps with managing your money in a simple and secure way. Ideal for your everyday spending, whether shopping locally or overseas, wherever Mastercard is accepted. Reload funds anywhere, anytime online or any participating Post Office. Shop safely with no link to your bank account and Mastercard's Zero Liability[#] protection against fraud and other unauthorised transactions. $7.95 purchase price plus initial minimum load value of $20. More information available at **auspost.com.au/everydaycard.**

[+] Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386837) arranges for the issue of the Everyday Mastercard in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL 240984). Australian Postal Corporation (ABN 28 864 970 579, AR No. 338646), the card distributor, acts as an Authorised Representative of Australia Post Services Pty Ltd (ABN 67 002 599 340, AFSL 457551). You should consider the Everyday Mastercard Product Disclosure Statement available at **auspost.com.au/everydaycard** before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you. Mastercard® is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

[#] Additional conditions and eligibility criteria apply. Further information relating to Zero Liability card protection can be found at **auspost.com.au/everydaycard.**

Australia Post Gift Card by Mastercard®

Choose an amount between $20 and $500 to load onto this prepaid gift card. Use for shopping in store, over the phone, online wherever Mastercard is accepted*. The card costs $5.95 plus the card value (eg. $5.95 + load of $50 = $55.95).

* Excludes ATMs, over the counter at financial institutions and merchants who elect not to accept Mastercard Prepaid™ cards. Merchants or other providers may impose limits on use of the Australia Post Gift Card by Mastercard® ("Card").

Mastercard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837) arranges for the issue of the Card in conjunction with the issuer, Heritage Bank Limited (ABN 32 087 652 024, AFSL 240 984, Australian Credit Licence 240 984) ("Issuer") pursuant to a license by Mastercard Asia/Pacific Pte Ltd. You should consider the Product Terms and Conditions available at **auspost.com.au/giftcards** before deciding to acquire the product. Any advice does not take into account your personal needs, financial circumstances or objectives and you should consider if it is appropriate for you.

Mastercard® is a registered trademark, and the circle design is a trademark of Mastercard International Incorporated.

Authorisations may be declined at some merchants (such as gambling merchants or merchants who choose not to accept Mastercard Prepaid cards). We are not liable in any way when authorisation is declined for any particular transaction except where the authorisation has been declined because of an act or omission on our part. The card can be used for purchasing goods and services where Mastercard Prepaid cards are accepted for electronic transactions (excluding transactions at ATMs or over the counter at financial institutions).

When using the Card with some merchants (such as hotels, taxis, rental cars, restaurants and cruise ships) or for mail order purchases, Card "tolerance limits" may apply. This means that the authorisation or approval obtained on the Card can be for an amount up to 20% or more than the total bill (or anticipated bill) to cover additional items such as tips and incidentals or to ensure that adequate funds are available to cover the final purchase. The entire amount of the authorisation or approval will be debited and will not form part of the available balance until the authorisation or approval clears, although only the amount actually spent or authorised will be finally deducted from the available balance after the authorisation or approval clears.

Western Union® Money Transfer℠ service

The Western Union Money Transfer service can be used to send and receive money overseas at more than 2,700[†] participating Post Offices. Western Union Money Transfer services are available at nearly 550,000[†] Agent locations in over 200[†] countries and territories around the world.

From 6 July 2020 Australia Post also provides a payment point for Western Union start-online-finish-instore transactions.

For further information, ask at your local participating Post Office or contact Western Union on **1800 501 500**.

[†] Data as at 1 August 2020. Within the Asia-Pacific region, India and Bangladesh do not offer the send money service; customers can only receive money.

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Contact for enquiries 13 POST (13 7678)